



October 17, 2006

Mr. Joseph M. Melchers, Chief Counsel
Public Service Commission
P O Drawer 11649
Columbia SC 29211

Re: Docket No. 2006 65 C - Petition of Donald A Quick on behalf of the residents in Center Creek Community Requesting to change or add additional local telephone providers in Ridgeway SC.

Dear Mr. Melchers;

First off, I would like to apologize for the delay in getting the following to you, but after our teleconference of August 29, we went off for Labor Day weekend, then a week in Atlanta so that my wife could retire, and we could attend my sons college graduation. Then we left for two weeks in Colorado to visit my daughter and take a vacation.

During the August 29 teleconference you asked a question for which I was not prepared. You asked if we (the residents of the center creek community) were having any further problems like those indicated in our original petition. I advised I was not aware of any such issues, but that evening I sent out an e mail to those that signed the petition and did receive some responses immediately, which I then called in to Mr. Bugner of Verizon on August 31. I told him that I had been informed of two areas where temporary cables are still laying on top of the ground. He replied by phone several days later advising that Verizon employees could not locate either location. I confirmed that I had seen one of the areas in question but could not locate the second and explained that the area I had confirmed begins at the "junction box" or "pedestal" located in front of 239 Cross Creek Rd, and shows up again about 1000 feet further south on Cross Creek Rd in a left hand curve. As of today, October 17, neither of those lines has been buried.

The second part of the matter dealt with the quality of our phone service and I have had several responses. First, Mrs. Elizabeth Davis of 1738 Center Creek Rd advises that she has had buzzing sounds on her line for several months, and the repairman told her it is from the booster they use to get power out to our area. She reports the buzzing is not as loud now as it used to be but is still present. Further, Mrs Davis advises that she continues to "experience terrible problems with disconnects during internet use, with disconnects occurring several times an hour". I can verify the disconnects as it happens to me frequently. Unfortunately, when downloading from a dial up modem, it can take from several minutes to an hour or two. During October (so far) I have tried to download an update for some software 5 times, and have been disconnected (due to phone line problems) each of those times. The problem seems to be keeping a steady open phone line for an extended period. Ms. Davis is a web site designer and is on her computer most of the day. Mrs. Donna Burns of 1734 Center Creek also reported humming or buzzing, which got so bad she could not connect to the internet and could not carry on a conversation on the phone. After a call to Verizon, they sent out a man who said they "needed additional cables at specific points along the line", which has cured the

humming or buzzing and improved her internet connection speed. Also, about a week or so ago, most of Southern Fairfield County (serviced by Verizon) was without phone service for approximately 24 hours due to some equipment problem. Last but not least, as to the customer service issue regarding new service, I asked Mr. Jose Diaz who is building a house at 1681 Center Creek to call Verizon and request telephone service, and he was advised that Verizon did not service the area.

Sincerely,



Donald A. Quick
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Ridgeway SC 29130

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